Express5800

NEC

NEC ExpressUpdate Agent

Installation Guide

Chapter 1 Summary

Chapter 2 System Requirements

Chapter 3 Installation

Chapter 4 Precautions for Use

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Contents

Contents 2
Trademarks 3
External Libraries which this product uses 4
About This Document 5
Chapter1 Summary 6
Chapter2 System Requirements 7
Chapter3 Installation 9
3.1 NEC ExpressUpdate Agent Installation for Windows 9
3.1.1 Check before installation 9
3.1.2 Start installation menu 9
3.1.3 Install NEC ExpressUpdate Agent 9
3.2 NEC ExpressUpdate Agent Uninstallation for Windows 13
3.2.1 Check before uninstallation 13
3.2.2 Uninstall NEC ExpressUpdate Agent 13
3.3 NEC ExpressUpdate Agent Installation for Linux 14
3.3.1 Check before installation 14
3.3.2 Copy and extract NEC ExpressUpdate Agent installer 14
3.3.3 Install NEC ExpressUpdate Agent 15
3.4 NEC ExpressUpdate Agent Uninstallation for Linux 16
3.4.1 Check before installation 16
3.4.2 Uninstall NEC ExpressUpdate Agent 16
Chapter4 Precautions for Use 17
4.1 NEC ExpressUpdate Agent Installation 17
4.2 The change of the IP address of Operating System 18
4.3 Windows Firewall 18
4.4 Linux Firewall 18
4.5 The Server Management Driver on the managed server 18
4.6 Windows Data Execution Prevention (DEP) function 19
4.7 Without Windows Print Spooler service 21

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About This Document

This document explains the procedures of "NEC ExpressUpdate Agent" installation.
Before attempting to operate the NEC ExpressUpdate Agent, read this document so as to gain an adequate understanding of the contents.

■ Notes

This document is intended for persons who are familiar with the operating system's functions and operations and the network's functions and setup. For operations and inquiries about the operating system, see its online help information.

This document covers universal information about generally managed servers. The notes and restrictions on use of each product as a managed server are explained in the user's guide provided with the managed server and "NEC ESMPRO Manager Ver.5 Setup guide".

Names used with screen images in this document are fictitious. They are unrelated to existing product names, names of organizations, or individual names. The setting values on the screen images are shown as examples, so setting values on screen images are not guaranteed for operation.

The description about "EXPRESSBUILDER" in this document will replace about "UtilityCD" on some server.

In this document, "¥" expresses back slash.

■ About Symbols in This Document

The following explains three symbols that are used in this document:

IMPORTANT:	Points or particular notes you must follow when handling software of servers.
CHECK:	Points or notes you need to check when handling software or servers.
TIPS:	Useful information.

Chapter1 Summary

NEC ExpressUpdate Agent is software that works on the server managed by NEC ESMPRO Manager (Ver5.23 and above). It can remotely update software or firmware on the server from NEC ESMPRO Manager (Ver5.23 and above) operations.

Chapter2 System Requirements

Install NEC ExpressUpdate Agent on managed server.
The environment to operate NEC ExpressUpdate Agent is following.

- **Hardware**
  It is necessary that the server is managed by NEC ESMPRO Manager (Ver5.23 and above) and satisfies the following conditions.

  - **Managed server**
    NEC Express5800 series

  - **Memory**
    512MB or more

  - **Availability of hard disk**
    300MB or more

- **Software**
  - **Operating system**
    Microsoft Windows Server 2003 Standard Edition/Enterprise Edition (SP1 and above)
    Microsoft Windows Server 2003 R2 Standard Edition/Enterprise Edition
    Microsoft Windows Server 2003 Standard Edition/Enterprise Edition (x64 SP1 and above)
    Microsoft Windows Server 2003 R2 Standard Edition/Enterprise Edition (x64)
    Microsoft Windows Server 2008 Standard/Enterprise/ServerCore
    Microsoft Windows Server 2008 Standard/Enterprise/ServerCore (x64)
    Microsoft Windows Server 2008 R2 Standard/Enterprise/ServerCore (x64)

    Microsoft Windows XP Professional (SP2 and above)
    Microsoft Windows XP Professional (x64 SP2 and above)
    Microsoft Windows Vista Ultimate/Business/Enterprise
    Microsoft Windows Vista Ultimate/Business/Enterprise (x64)
    Microsoft Windows 7 Ultimate/Professional/Enterprise
    Microsoft Windows 7 Ultimate/Professional/Enterprise (x64)

    Red Hat Enterprise Linux ES 4 (x86, x64)
    Red Hat Enterprise Linux AS 4 (x86, x64)
    Red Hat Enterprise Linux Advanced Platform 5 (x86, x64)
    Red Hat Enterprise Linux Server 5 (x86, x64)
    Red Hat Enterprise Linux Server 6 (x86, x64)
    Miracle Linux 4.0 – Asianux Inside (x86, x64)
    Asianux Server 3 ==MIRACLE LINUX V5 (x86, x64)
    SUSE Linux Enterprise Server 10 (SP2, SP3)(x86, x64)
    VMware ESX4.1

IMPORTANT:

- You can not install NEC ExpressUpdate Agent in the following case.
  -- Installation on guest OS virtual machine such as Hyper-V.
- In Windows Server 2008 R2 Server Core, if Wow6432Node is uninstalled, NEC ExpressUpdate Agent will not be installed normally. Please do not uninstall Wow6432Node, if you install NEC ExpressUpdate Agent.
- The following packages are necessary to use NEC ExpressUpdate Agent on Red Hat Enterprise Linux Server 6(x64). If these are not installed, you need to install them from the install disc of operating system.
  -- glibc i686
  -- nss-softokn-freebl i686
  -- libxml i686
  -- zlib i686
  -- libstdc++ i686
  -- libgcc i686

- **Other information**

  Following software is installed to operate NEC ExpressUpdate Agent.
  -- OpenSLP (NEC ExpressUpdate Agent installs it automatically except on SUSE Linux Enterprise Server and VMware ESX4.1 on which OpenSLP is installed by default.)
  -- Apache Axis2c

  CHECK:

  - NEC ExpressUpdate Agent may not operate normally, when SLP software except OpenSLP is installed. Please uninstall SLP software except OpenSLP, before installing NEC ExpressUpdate Agent.
  - Except SUSE Linux Enterprise Server and VMware ESX4.1, if OpenSLP has already been installed when NEC ExpressUpdate Agent is installed newly, you can not install NEC ExpressUpdate Agent. Please uninstall OpenSLP and install NEC ExpressUpdate Agent.
    But if Universal RAID Utility Ver. 2.10 and above has already been installed on Windows, you do not need to uninstall OpenSLP.
  - When NEC ExpressUpdate Agent is installed newly on SUSE Linux Enterprise Server and VMware ESX4.1, it will be the following case by the status of default installed OpenSLP.
    < Default installed OpenSLP is operating >
    -- NEC ExpressUpdate Agent uses default installed OpenSLP.
    Please do not uninstall OpenSLP.
    < Default installed OpenSLP is stopped >
    -- NEC ExpressUpdate Agent starts default installed OpenSLP and uses it.
    Please do not uninstall OpenSLP.
    < Default installed OpenSLP is uninstalled >
    -- NEC ExpressUpdate Agent installs OpenSLP automatically.
  - If Axis2c has already been installed when NEC ExpressUpdate Agent is installed newly, you cannot install NEC ExpressUpdate Agent. Please uninstall Axis2c and install NEC ExpressUpdate Agent. But if Universal RAID Utility Ver. 2.10 and above has already been installed on Windows, you do not need to uninstall Axis2c.

Chapter3 Installation

3.1 NEC ExpressUpdate Agent Installation for Windows

Explain the installation of NEC ExpressUpdate Agent.

3.1.1 Check before installation

Check the followings:
-- See chapter 2 to check the system requirement.
-- Login to Windows as Administrator.

3.1.2 Start installation menu

■ **If you install NEC ExpressUpdate Agent by using downloaded modules:**

After unzipping the downloaded modules, please execute the following file. NEC ExpressUpdate Agent installation will be started.

¥eu_agent¥setup.exe

■ **If you install NEC ExpressUpdate Agent by using NEC EXPRESSBUILDER**

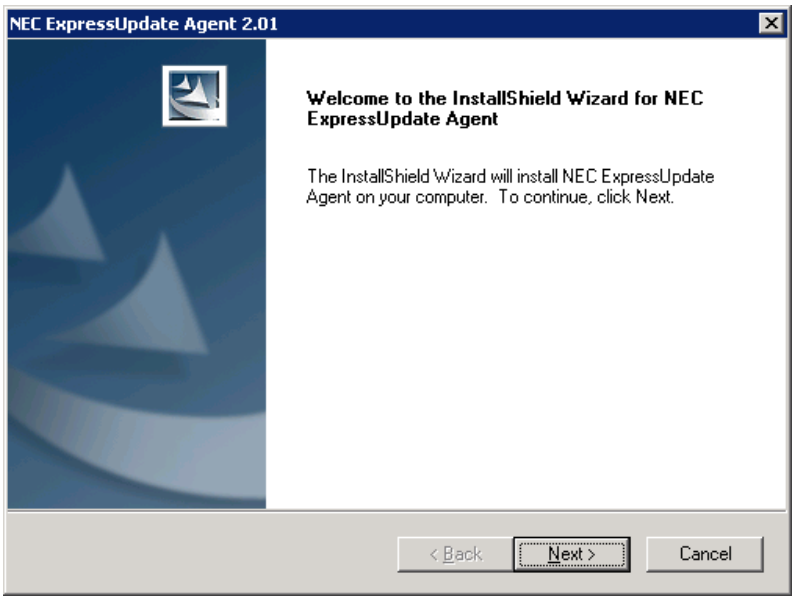
You can install NEC ExpressUpdate Agent as follows:

(1) Insert the NEC EXPRESSBUILDER DVD-ROM into the DVD drive on the managed server which Windows has started. The menu will be displayed automatically.

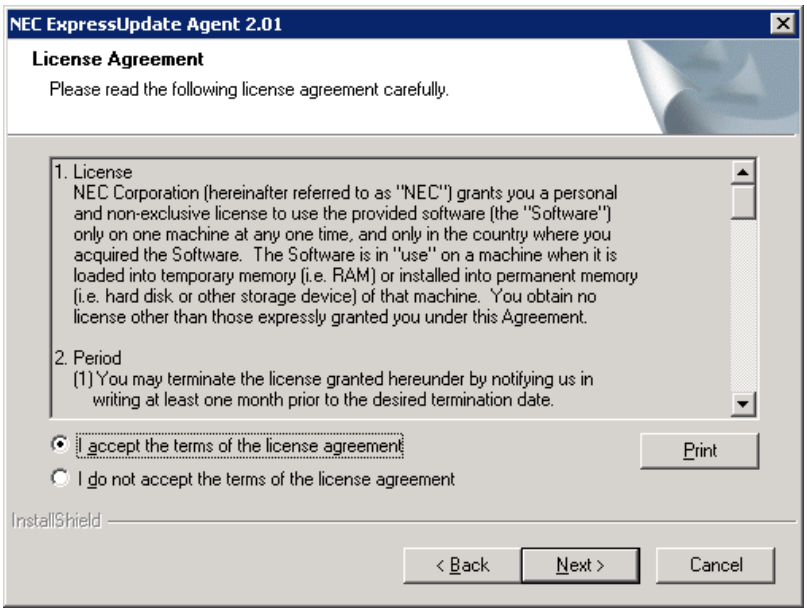
(2) Click [NEC ESMPRO]-[Additional Application]-[NEC ExpressUpdate Agent].
The NEC ExpressUpdate Agent installation menu for Windows will appear. If the menu is not displayed, please execute the following file. NEC ExpressUpdate Agent installation will be started.
< DVD drive >¥"NEC EXPRESSBUILDER revision"¥win¥eu_agent¥setup.exe

3.1.3 Install NEC ExpressUpdate Agent

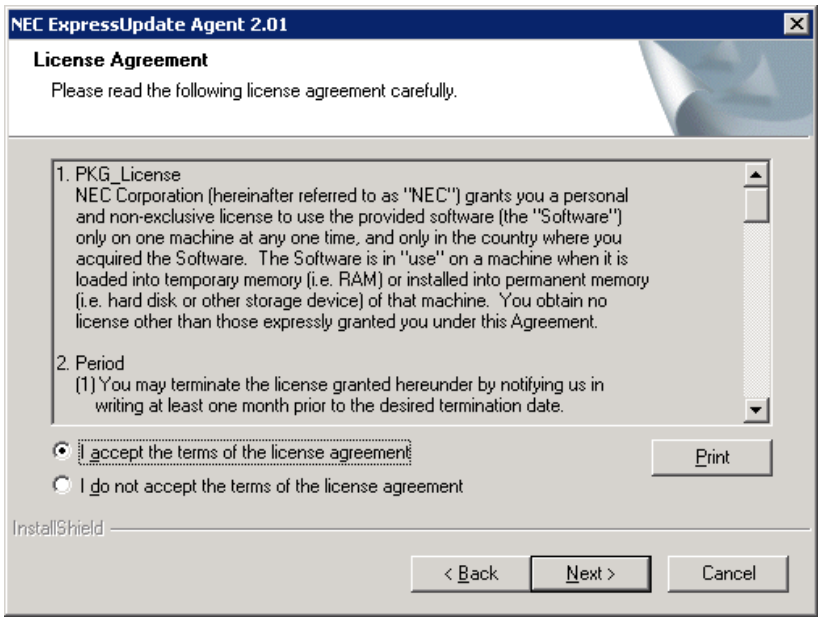
(1) NEC ExpressUpdate Agent installer will be started. Click [Next].


NEC ExpressUpdate Agent 2.01
Welcome to the InstallShield Wizard for NEC ExpressUpdate Agent
The InstallShield Wizard will install NEC ExpressUpdate Agent on your computer. To continue, click Next.
< Back
Next >
Cancel

(2) Carefully read the terms of the license agreement for NEC ExpressUpdate Agent, and select [I accept the terms of the license agreement], click [Next].


NEC ExpressUpdate Agent 2.01
License Agreement
Please read the following license agreement carefully.
1. License
NEC Corporation (hereinafter referred to as "NEC") grants you a personal and non-exclusive license to use the provided software (the "Software") only on one machine at any one time, and only in the country where you acquired the Software. The Software is in "use" on a machine when it is loaded into temporary memory (i.e. RAM) or installed into permanent memory (i.e. hard disk or other storage device) of that machine. You obtain no license other than those expressly granted you under this Agreement.
2. Period
(1) You may terminate the license granted hereunder by notifying us in writing at least one month prior to the desired termination date.
I accept the terms of the license agreement
I do not accept the terms of the license agreement
Print
InstallShield
< Back
Next >
Cancel

(3) Carefully read the terms of the license agreement for update packages, and select [I accept the terms of the license agreement], click [Next].


NEC ExpressUpdate Agent 2.01
License Agreement
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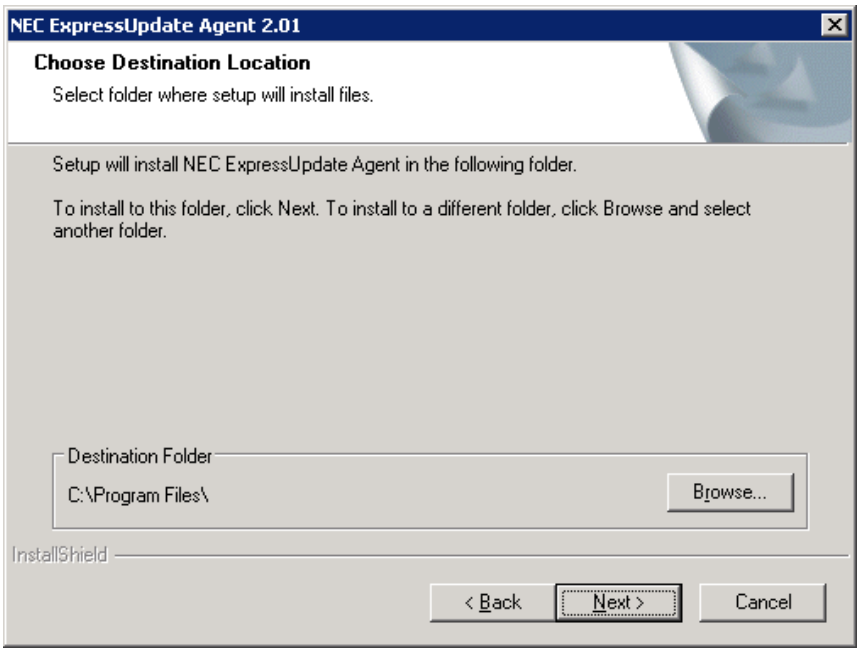
2. Period
(1) You may terminate the license granted hereunder by notifying us in writing at least one month prior to the desired termination date.
I accept the terms of the license agreement
I do not accept the terms of the license agreement
Print
InstallShield
< Back
Next >
Cancel

(4) Input the directory to install, click [Next].


NEC ExpressUpdate Agent 2.01
Choose Destination Location
Select folder where setup will install files.
Setup will install NEC ExpressUpdate Agent in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\
Browse...
InstallShield
< Back
Next >
Cancel

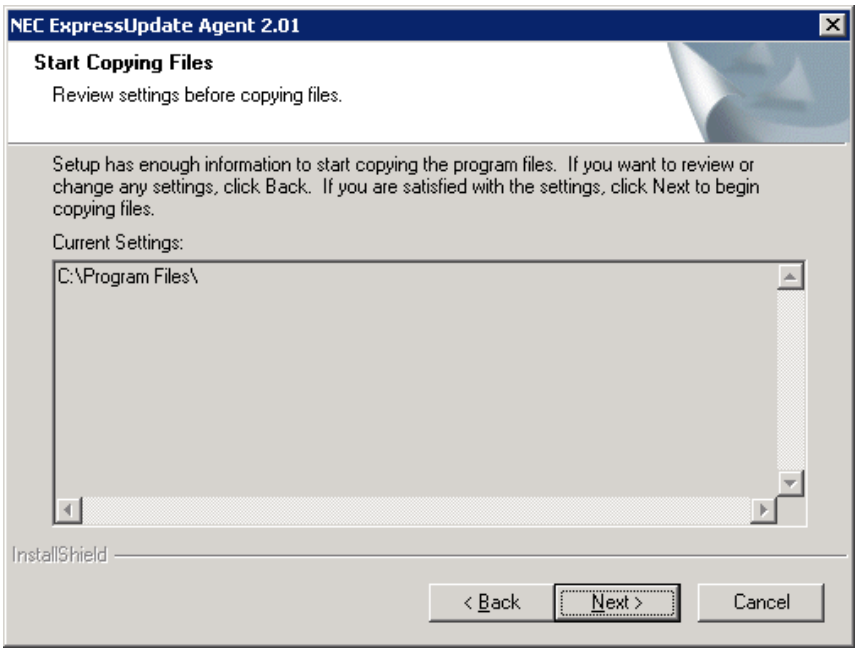
CHECK:

- If Universal RAID Utility Ver. 2.10 and above has already been installed, the above menu is not displayed. So you cannot select the directory to install.

TIPS:

- If the above menu is not displayed, NEC ExpressUpdate Agent is installed to following directory.
  - < In the case of x86 >
    - < system drive >¥Program Files¥axis2c¥bin
  - < In the case of x64 >
    - < system drive >¥Program Files (x86)¥axis2c¥bin

(5) Read the information, and click [Next]. The installation will be started.


NEC ExpressUpdate Agent 2.01
Start Copying Files
Review settings before copying files.
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
C:\Program Files\
InstallShield
< Back
Next >
Cancel

IMPORTANT:

- If the menu which requires rebooting is displayed, please reboot the operating system.

TIPS:

- After installation of NEC ExpressUpdate Agent, you can check whether the installation is completed normally.

  Click [Administrative Tools] - [Services]. If [eciService] and [NEC ExpressUpdate Agent], [Service Location Protocol] is started status, the installation completed normally.

Please refer to 4.1 NEC ExpressUpdate Agent Installation when you install it.

3.2 NEC ExpressUpdate Agent Uninstallation for Windows

Explain the uninstallation of NEC ExpressUpdate Agent.

3.2.1 Check before uninstallation

Check the following:
-- Login to Windows as Administrator.

3.2.2 Uninstall NEC ExpressUpdate Agent

Uninstall from the Windows menu [Control Panel] - [Add or Remove Programs]. Select [NEC ExpressUpdate Agent] and click [Change/Remove] button. You can uninstall it by displayed direction.

CHECK:

- If the operating system is Server Core, you can uninstall by executing the installer that is used to install.
  <executing command>
  setup.exe /z "UNINSTALL"

3.3 NEC ExpressUpdate Agent Installation for Linux

Explain the installation of NEC ExpressUpdate Agent

3.3.1 Check before installation

Check the followings:
-- See chapter 2 to check the system requirement.
-- Login to Linux as root user.

CHECK:

- NEC ExpressUpdate Agent installer exists on following directory:
  If you install NEC ExpressUpdate Agent by using downloaded modules:/eu_agent.
  If you install NEC ExpressUpdate Agent by using NEC EXPRESSBUILDER ver.5 and above: "NEC EXPRESSBUILDER revision"/lnx/pp/eu_agent.
  (ex. 001/lnx/pp/eu_agent)

When using this software on VMware ESX4.1, open up the outgoing ports as follows.

```
esxcfg-firewall --allowOutgoing
```

3.3.2 Copy and extract NEC ExpressUpdate Agent installer

Copy the NEC ExpressUpdate Agent installer into any directory on the managed server.
The NEC ExpressUpdate Agent installer files are in /eu_agent.
The following is an example of installation into /usr/local/bin:

(1) Create /ExpressUpdate directory under /usr/local/bin.

```
mkdir -p /usr/local/bin/ExpressUpdate
```

(2) Copy eu_agent directory to /usr/local/bin/ExpressUpdate.

(3) Move to the directory containing the installer.

```
cd /usr/local/bin/ExpressUpdate/eu_agent
```

(4) Extract the installer.

```
tar xzvf ExpressUpdateAgent-N.NN-x.tgz
```

"N.NN" in the example file name means the version.

3.3.3 Install NEC ExpressUpdate Agent

(1) Move to the directory that the installer was extracted.

```
cd /usr/local/bin/ExpressUpdate/eu_agent/ExpressUpdateAgent-N.NN-x
```

"N.NN" in the example file name means the version.

(2) Execute the shell for installation.

```
./ExpressUpdateAgent-N.NN.sh
```

"N.NN" in the example file name means the version.

(3) A message to confirm whether to install NEC ExpressUpdate Agent is displayed. Input "yes" and "Enter" key. If you input "no", the installation is not executed.

(4) The license agreement is displayed. Carefully read the terms of the license agreement, input "yes" and "Enter" key if you agree the license. If you input "no", the installation is not executed.
NEC ExpressUpdate Agent is installed under /opt/nec/axis2c directory.

When the installation is completed, the following message is displayed.
"Installation of NEC ExpressUpdate Agent is now completed."
NEC ExpressUpdate Agent is started and available.

CHECK:

- Do not delete the files that are used to install, because you will use them to uninstall.

TIPS:

- After installation of NEC ExpressUpdate Agent, you can check whether the installation is completed normally to execute following command.
  ps -ef | grep axis2c

  The installation is completed normally, if the following lines are displayed as result of above command execution.

  /opt/nec/axis2c/bin/eciServiceProgram
  /opt/nec/axis2c/bin/axis2_http_server
  /opt/nec/axis2c/bin/EUAgent
  /opt/nec/axis2c/bin/slpd (except the case of using the default installed OpenSLP on SUSE Linux Enterprise Server)

  Please refer to 4.1 NEC ExpressUpdate Agent Installation when you install it.

3.4 NEC ExpressUpdate Agent Uninstallation for Linux

Explain the uninstallation of NEC ExpressUpdate Agent

3.4.1 Check before installation

Check the following:
-- Login to Linux as root user.

3.4.2 Uninstall NEC ExpressUpdate Agent

(1) Move to the directory in which the files for installation are extracted.

```
cd /usr/local/bin/ExpressUpdate/eu_agent/ExpressUpdateAgent-N.NN-x
```

"N.NN" in the example file name means the version.

(2) Execute the following shell file.

```
./ExpressUpdateAgent-N.NN.sh
```

"N.NN" in the example file name means the version.

(3) A message to confirm whether to uninstall NEC ExpressUpdate Agent is displayed. Input "delete" and "Enter" key.

When the uninstallation is completed, the following message is displayed.
"Uninstallation of NEC ExpressUpdate Agent is now completed."

Chapter4 Precautions for Use

4.1 NEC ExpressUpdate Agent Installation

-- NEC ExpressUpdate Agent installer (Windows and Linux) cannot downgrade to the older version. If you want to use the older version, uninstall the current version and then install older version.
Note: All the registered information will be deleted as the result of uninstalling.

-- NEC ExpressUpdate Agent (Windows) installer may become the following events if you install NEC ExpressUpdate Agent with the installer on the removable media. In this case, copy the installer on the HDD and then install.

-- The installer indicates a message that requests some disk.
-- The installer indicates a message that failed to install eciService.
-- The service of the name of "eciService" does not exist after the installer finished.

-- If you cannot install NEC ExpressUpdate Agent newly by the message displaying the error of coexistence with existing Axis2c environment, though Axis2c environment is not installed, please execute following.

1. on Windows
Delete the Environment Variable "AXIS2C_HOME", and then execute installation.
If it is already deleted, reboot operating system, and then execute installation.

2. on Linux
The axis2_http_server process may be executing.
Please stop the axis2_http_server process, and then execute installation

-- NEC ExpressUpdate Agent (Linux) installer may indicate a message that is as follows:

```
libsemanage.semanage_link_sandbox: Could not access sandbox base file /etc/selinux/targeted/modules/tmp/base.pp.
/usr/sbin/semanage: Could not add file context for /opt/nec/axis2c/xxxxx/xxxxx
```

In this case, please set SELinux again as follows when you will update the policy of SELinux.

(1) Set security.

```
semanage fcontext -a -t textrel_shlib_t /opt/nec/axis2c/services/eciService/libeciService.so
semanage fcontext -a -t textrel_shlib_t /opt/nec/axis2c/services/eciServicePlain/libeciServicePlain.so
semanage fcontext -a -t textrel_shlib_t /opt/nec/axis2c/lib/libpwcb.so.0.0.0
chcon -f -t textrel_shlib_t /opt/nec/axis2c/services/eciService/libeciService.so
chcon -f -t textrel_shlib_t /opt/nec/axis2c/services/eciServicePlain/libeciServicePlain.so
chcon -f -t textrel_shlib_t /opt/nec/axis2c/lib/libpwcb.so.0.0.0
```

(2) Restart ExpressUpdate Agent.

```
cd /opt/nec/axis2c/bin
./eciServiceReStart.sh
```

4.2 The change of the IP address of Operating System

If the IP address of operating system on the managed server is changed, NEC ExpressUpdate Agent restarts automatically to recognize changed IP address and update the latest status.

4.3 Windows Firewall

NEC ExpressUpdate Agent registers following programs automatically in exception program of firewall on the managed server when the installation is executed.
-- axis2_http_server
-- slpd

4.4 Linux Firewall

NEC ExpressUpdate Agent sets port numbers to firewall when it starts up. If you change the firewall setting from disable to enable or configure the setting by Security Level Configuration screen after NEC ExpressUpdate Agent starting up, the firewall setting of NEC ExpressUpdate Agent will be lost.
In this case, please execute the following process to reset the firewall setting of NEC ExpressUpdate Agent.

(1) Login to Linux as root user.

(2) Move to the directory in which the shell script for setting exists.

```
cd /opt/nec/axis2c/bin
```

(3) Execute following shell script.

```
./eci_setport.sh
```

4.5 The Server Management Driver on the managed server

Though EXPRESSSCOPE Engine series is integrated in the managed server, the current version of BMC firmware is displayed "unknown". It is thought that the Server Management Driver will not be installed in the managed server. In this case the installation of BMC firmware update package cannot be executed. Please install the Server Management Driver as follows.

1. on Windows
   Execute system update by the menu of NEC EXPRESSBUILDER.

2. on Linux
   From the following web site, download the Server Management Driver which supports the managed server and kernel version, and install it.

   http://www.nec.co.jp/express/

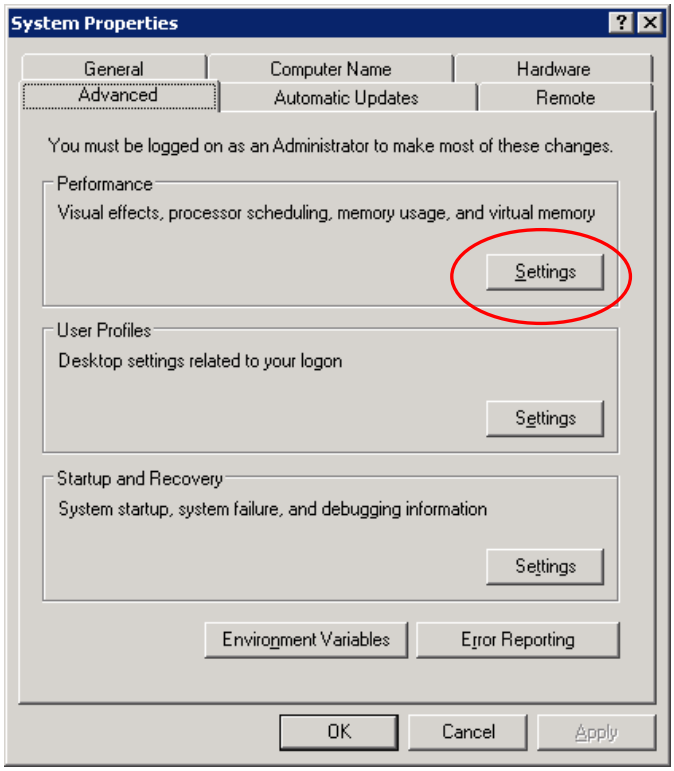
4.6 Windows Data Execution Prevention (DEP) function

You may receive an error message that is similar to the following during NEC ExpressUpdate Agent processing because of Windows Data Execution Prevention (DEP).

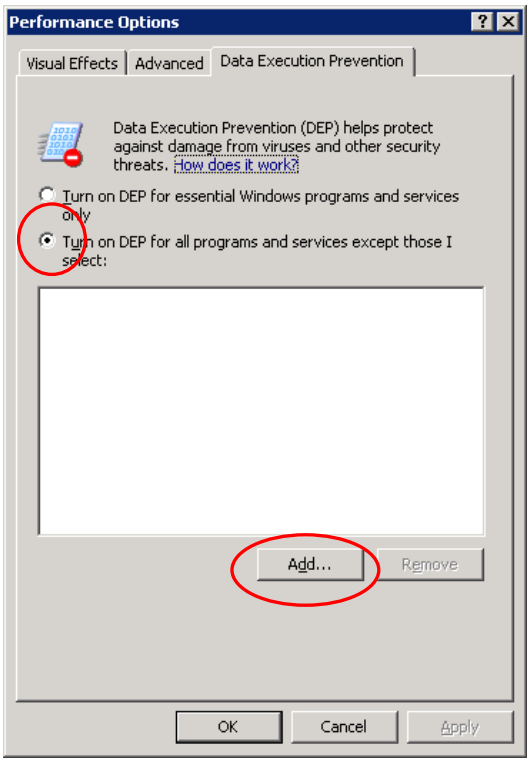
Data Execution Prevention – Microsoft Windows
To help protect your computer, Windows has closed this program. Name: axis2_http_server Data Execution Prevention helps protect against damage from viruses or other threats. Some programs might not run correctly when it is turned on. For an updated version of this program, contact the publisher. What else should I do?

In this case, execute following procedure on the managed server, and set the program disable on DEP.

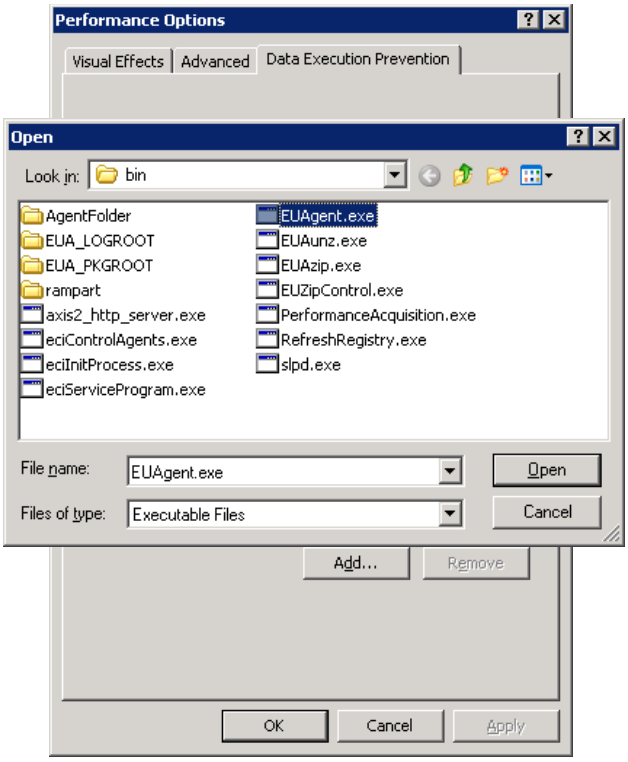
(1) Right click "My Computer" of Windows, and click "Properties".
(2) Click "Setting" of "Performance" in "Advanced" tab of System Properties.



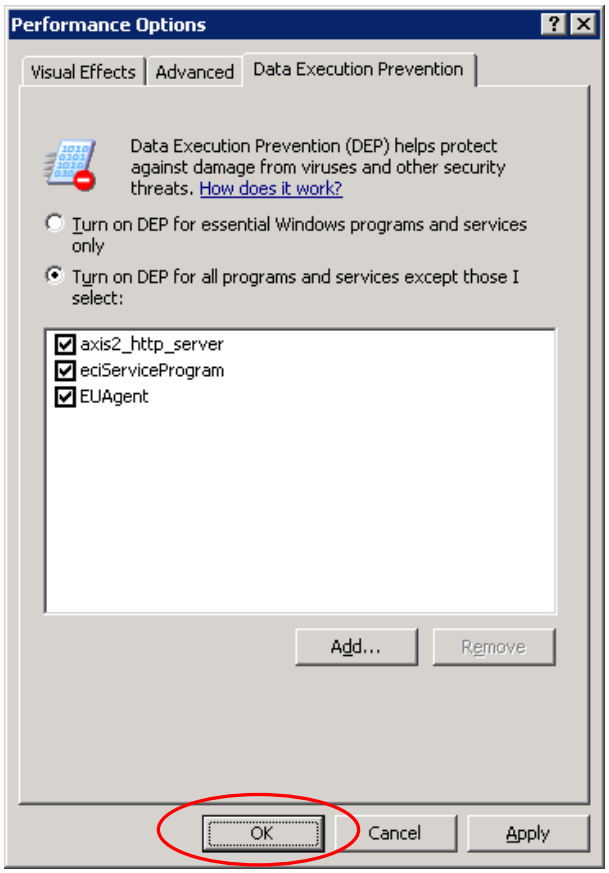
(3) Select "Turn on DEP for all programs and services except those I select:" in "Data Execution Prevention" tab of Performance Options, and click "Add" button.


Performance Options
Visual Effects
Advanced
Data Execution Prevention
Data Execution Prevention (DEP) helps protect against damage from viruses and other security threats. How does it work?
Turn on DEP for essential Windows programs and services only
Turn on DEP for all programs and services except those I select:
Add...
Remove
OK
Cancel
Apply

(4) From the opened dialog, move to the directory in which NEC ExpressUpdate Agent is installed, and select "EUAgent.exe", click "Open" button.
Operate same way to "eciServiceProgram" and "axis2_http_server".



(5) Confirm the screen like following, and click "OK" button.



(6) If the reboot of operating system is required, please reboot operating system.

4.7 Without Windows Print Spooler service

If Print Spooler service is stopped, eciService service will also be stopped. If you do not use Print Spooler service, please restart eciService service as follows.

(1) If Print Spooler service has been stopped, start Print Spooler services first, and then start eciService service.

(2) Set "Properties" - "General" - "Startup type" of Print Spooler service to "Manual" or "Disabled" on condition Print Spooler service is running state.

(3) Stop Print Spooler service.

(4) Start eciService service.

Revision History

2.11	2009/11/26	Initial edition
2.12	2010/02/17	Adds External Libraries. Corrects Operating System of System Requirements. Modifies NEC ExpressUpdate Agent Installation for Windows. Modifies copyright. Corrects writing errors.
2.20	2010/02/23	Corrects writing errors.
2.21	2010/04/02	Corrects font.
2.30	2010/07/21	Modifies About Installation.
2.31	2010/08/26	Corrects font.
3.00	2011/04/13	Modifies Operating System of System Requirements. Modifies NEC ExpressUpdate Agent Installation for Linux. Modifies Precautions for Use. Corrects writing errors.
3.01	2011/04/27	Modifies title. Corrects writing errors.
3.02	2011/06/24	Adds required packages by Red Hat Enterprise Linux Server 6 (x64). Changes cover.

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